



How to Use 9-1-1

Call 9-1-1 only to report a life-threatening situation requiring police, medical or fire emergency assistance. Do not call 9-1-1 unnecessarily. 9-1-1 lines must be kept open for people with true emergencies.

When to call 9-1-1

- To get help for someone who is hurt.
For example:
 - If someone falls and is seriously injured.
 - If you see someone hurt in an accident.
- If you see someone acting suspiciously, stealing, or breaking into a home or building.
- If you smell smoke or see a fire.
- If you see people fighting and hurting each other.
- If you see someone being robbed or beaten.
- If you believe emergency assistance may be needed but are not sure, call 9-1-1 and describe the situation.
- If you call 9-1-1 by accident, don't hang up. Explain what happened to the 9-1-1 call-taker.

When not to call 9-1-1

- Never call 9-1-1 as a joke.
- Never call 9-1-1 to ask for information.
- Never call just to see if 9-1-1 is working.

What to say when you call 9-1-1

- Tell the person what is wrong.
- Tell the person your name, address and telephone number.
- Do not hang up until they tell you that you should; they may have to ask you more questions.

Teach your children the correct use of 9-1-1

- Parents should use the information on this sheet to talk to children about how and when to use 9-1-1. Knowing the right thing to do can save lives.

Keep phone lines clear during emergencies

- During emergencies, telephone services become overloaded. You can help keep service available for those who need it most by making only calls that are critical. Limit fax machine and computer use as well; their use also ties up phone lines.

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This fact sheet is part of the *Disaster Preparation Handbook 2004* prepared by the Washington State Department of Health and the Washington Military Department's Emergency Management Division.